Student Services Annual Program Review Update

I. General Information

Date: **7/14/10**

Program/Department: **Office of Outreach & Relations with Schools**

Authors of Report: **Rob Mieso, Director**

II. Status Since Previous Program Review

What significant changes have occured since the last complete program review? Were those changes based on SSLO assessments? How have these changes affected your program? You may also address how these changes affect the following: resource allocation requests, strategic initialtives, "main areas for improvement", mission statements, or physical/organizational restructuring.

Change: Need for Admin Assistant	Effect: The program is in need of a full-time administrative assistant to support its wide-ranging outreach efforts. So far, we have relied on student employees to provide administrative support, but it is very difficult to sustain this as student employees are limited in their availability, skills sets, and ability to perform some duties to meet program needs. The lack of a full-time administrative assistantfor will limit our ability ot provide effective and efficient service to prospective students and our high school partners.
Change: External factors impacting program capacity	Effect: Layoffs of counselors and college/career center technicians in the East Side Union High School District (ESUHSD), which is our largest feeder district, will impact our ability to effectively serve students in that district. The program is looking for other alternatives to reach out to students and increasing student ambassador visits to affected high schools.
Change: Funding challenges	Effect: The program no longer has the initial strategic planning funds and has also lost DASB funding in the last two years. While minimum funding provided through B budget augmentation has allowed us to continue our operations, on-going funding is critical to maintain our core services to students and local high schools.
Change: Need for Academic Advisor	Effect: There is persistent need for pre-enrollment advising and guidance for prospective students and parents, particularly for underserved students in our target populations. This need is now much more urgent due to layoffs of guidance counselors at high schools and increasing demand from new students who need advising assistance.

III. SSLO Information

	How many SSLOs have been written?	How many were assessed in 2009-10?	How many are committed to be assessed in 2010-11?	How many SSLOAC* were completed in 2009-10?	How many SSLOAC are committed to be completed in 2010-11?
Program/Department:	7	7	7	7	7

	Total	How many participated in writing SSLO?	How many participated in assessment phase in 2009-10?	How many will participate in assessment phase in 2010-11?	How many participated in Reflection & Enhancement discussions in 2009-10?
Faculty/Staff in Program:	5	3	5	5	3

Student Services Annual Program Review Update

*****SSLOAC =** *a complete **SSLO** **A**ssessment **C**ycle includes writing an SSLO, assessing the SSLO, reflecting on the results /process, and planning enhancements to improve student learning/acheivement.*

SSLOAC Discussion and Analysis: Summarize the discussions and analyses of your program/department's SSLOAC results.

The Office of Outreach and Relations with Schools completed its first full SSLOAC in 2008-09, reflected on the outcomes, and re-wrote three SSLO assessments in the summer of 2009 for the 2009-10 SSLOAC. Pre/post survey instruments were utilized. All three SSLOs were assessed throughout fall, winter, and spring quarters. Data was compiled and kept throughout the academic year. The staff met in the summer of 2010 for review, reflection and evaluation of the data, and to consider any revisions that may be needed to enhance the assessment instruments. Survey results showed a significant increase in the percentage of respondents that demonstrated learning in our pre/post surveys across all three SSLOs. A total of 306 individuals were surveyed. In our pre-survey, the percentage of respondents that correctly answered the survey questions range from 60%-71%. In the post-survey, this percentage increased to 92%-97%. The data confirmed that our services have been effective in meeting their objectives. Evidence of learning has been shown across all three SSLOs. While we are pleased with the outcomes, enhancements have been made to the survey

instruments in our continued effort to effectively evaluate the learning that takes place in each of the three assessment areas for the next SSLOAC.

Suggestions for the SSLOAC Discussion & Analysis (above):

Detailed data supporting some or all of the statistics collected.

Patterns that emerge or are confirmed when SSLO data are viewed, either alone or in combination with other data (such as student success or retention rates) at the program level.

What your goals were for any 'benchmark' percentages and whether you achieved those goals.

Evidence of value derived from the SSLOAC process within your program.

Some of the challenges your staff and faculty continue to face in attempting to hit your program goals with respect to SSLO.

If enhancements/improvements that you have just identified can be implemented within your program or division's currently existing structures and allocated resources, then consider this update form complete and submit to Jim Haynes (haynesjim@deanza.edu). If ADDITIONAL resources are needed through the Student Services Planning and Budgeting process, then complete Section IV. (below).

IV. Resource Requests: (Use this section ONLY if you have a NEW resource request)

Program/Department:

Please submit your top three (or less) choices below in ranked order:

Cost estimate

Item Name:

Item Name:

Student Services Annual Program Review Update

Item Name:

What SSLO Assessment findings, if any, support and guide the resource request?	
How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement?	
How will the resource enhance your program with respect to the College mission or Strategic initiatives and/or your program's goals for improvement as stated in your last program review?	
Other information that may be important to support your request?	